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Title: METHOD AND APPARATUS FOR PROVIDING PREDEFINED FEEDBACK

IN THE CLAIMS

The current status of the claims are as follows:

1.   (Previously Presented) A method of operating an online feedback forum comprising:

receiving a request from a first user to leave feedback about a second user;

generating, independent of the first and second users, a set of predefined feedback comments to be displayed to the first user, each predefined feedback comment of the set of predefined feedback comments being associated with an indicator;

identifying a predefined feedback comment from the set of predefined feedback comments as having been selected by the first user; and

storing an indicator associated with the predefined feedback comment in a data structure associated with the second user, wherein the set of predefined feedback comments relate to an online purchasing transaction which is associated with the first and second users, and wherein the predefined feedback comment associated with the indicator represents an opinion of the first user with respect to how the online purchasing transaction with the second user transpired from a perspective of the first user.

2.   (Original) The method of claim 1 further comprising, retrieving the predefined feedback comments from storage based upon the associated indicator responsive to a request received from a requestor.

3.   (Original) The method of claim 2 further comprising, communicating the predefined feedback comments to the requestor.

4.   (Original) The method of claim 1, wherein the request from the first user is received at a server machine via a communications network.

5.   (Original) The method of claim 1, wherein the generating of the set of predefined feedback comments includes generating a markup language document to display the set of predefined feedback comments.

6.   (Original) The method of claim 5, wherein the markup language documents is to display the set of predefined feedback comments as a menu.

7.   (Original) The method of claim 6, wherein the menu comprises any one of a group of menus including a drop-down menu, a radio-button menu and a check-box menu.

8.   (Original) The method of claim 1, wherein said identifying of the predefined feedback comment includes receiving a communication from a client machine at a server machine responsive to a selection of the predefined feedback comment utilizing a markup language document.

9.   (Original) The method of claim 3, wherein said communicating of the predefined feedback comment includes transmitting the predefined feedback comment from a server machine over a communications network to a client machine of the requestor.

10.   (Original) The method of claim 3, wherein said communicating of the predefined feedback comment includes generating a markup language document including the predefined feedback comment at a server machine and transmitting the markup language document to the requestor via a communications network.

11.   (Original) The method of claim 2, including receiving a request from a requestor to view feedback associated with the second user, and wherein said retrieving the predefined feedback comment is in response to a request by a requestor to view feedback associated with the second user.

12.   (Canceled)

13.   (Previously Presented) The method of claim 1, wherein the online transaction is facilitated by an auction.

14.   (Original) The method of claim 3, further comprising:

generating a set of predefined feedback responses to be displayed to the second user, the predefined feedback responses available in the set of predefined responses based upon the content of the predefined feedback comment, each predefined feedback response of the set of predefined feedback responses associated with a response indicator;

detecting selection of a predefined feedback response by the second user from the set of predefined responses; and

storing the response indicator associated with the predefined response in a data structure associated with the first user.

15.   (Original) The method of claim 14, further comprising retrieving the predefined feedback response from storage responsive to a second request received from a second requestor.

16.   (Original) The method of claim 15, further comprising communicating the predefined feedback response to the second requestor.

17.   (Original) The method of claim 1, wherein the set of predefined feedback comments is distributed among several lists, a first list comprising negative comments, a second list comprising neutral comments, and the third list comprising positive comments.

18.   (Original) The method of claim 3, wherein the language in which the predefined feedback comment is communicated to the requestor is based on information associated with the requestor.

19.   (Original) The method of claim 18, wherein the information includes the national site through which the requestor is registered.

20.   (Original) The method of claim 18, wherein the information includes the requestor's place of residence.

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21.   (Original) The method of claim 18, wherein the information includes the requestor's preferred language.

22.   (Previously Presented) A computer-implemented method of operating a computer-implemented feedback system, which is implemented in a computer readable medium, comprising:

      receiving a request from a first user to leave feedback about a second user, wherein the feedback is related to an online purchasing transaction that occurred between the first and second users;

      retrieving, independent of the first and second users, a set of predefined feedback comments in a first language and communicating the set to the first user;

      identifying a predefined feedback comment from the set of predefined feedback comments as having been selected by the first user; and

      communicating the predefined feedback comment to a requesting user in a second language, and wherein the predefined feedback comment represents an opinion of the first user with respect to how the online purchasing transaction transpired with the second user from a perspective of the second user.

23.   (Original) The method of claim 22, wherein the requesting user receives the predefined feedback comment after selecting an appropriate link on his display.

24.   (Original) The method of claim 22, further comprising:

      upon identification of the predefined feedback comment, identifying a predefined feedback response to the predefined feedback comment from a set of predefined feedback responses as having been selected by the second user, the set of predefined feedback responses having been retrieved and communicated to second user in the second language.

25.   (Original) The method of claim 24, wherein the set of predefined feedback responses communicated to the second user is based upon the content of the predefined feedback comment.

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26.   (Original) The method of claim 22, wherein the predefined feedback comment is in relation to a transaction conducted by way of an auction conducted over a network.

27.   (Original) The method of claim 22, wherein the first language is based upon information about the first user.

28.   (Original) The method of claim 27, wherein the information is the national site at which the first user is registered.

29.   (Original) The method of claim 27, wherein the information is the registered address of the first user.

30.   (Original) The method of claim 22, wherein the request from the first user is received at a server machine via a communications network.

31.   (Original) The method of claim 22, wherein said retrieving a set of predefined feedback comments includes generating a markup language document in the first language to display the set of predefined feedback comments.

32.   (Original) The method of claim 31, wherein the markup language documents is to display the set of predefined feedback comments as a menu.

33.   (Original) The method of claim 32, wherein the menu comprises any one of a group of menus including a drop-down menu, a radio-button menu and a check-box menu.

34.   (Original) The method of claim 22, wherein said identifying a predefined feedback comment includes receiving a communication from a client machine at a server machine responsive to a selection of the predefined feedback comment utilizing a markup language document.

35.   (Original) The method of claim 22, wherein said communicating the predefined
feedback comment includes transmitting the predefined feedback comment from a server
machine over a communications network to a client machine of the requestor.

36.   (Original) The method of claim 22, wherein said communicating the predefined
feedback comment includes generating a markup language document including the predefined
feedback comment at a server machine and transmitting the markup language document to the
requestor via a communications network.

37.   (Previously Presented) A method of operating an online feedback system comprising:

            receiving a request from a first user to leave feedback about a second user;

            determining, independent of the first and second users, whether to communicate to the
first user a prompt to enter a freeform feedback comment or to communicate a set of predefined
feedback comments based on information about either the first or second user;

            retrieving a set of predefined feedback comments and communicating the set of
predefined feedback comments to the first user; and

            identifying a predefined feedback comment from the set of predefined feedback
comments selected by the first user, and wherein the selected predefined feedback comment is
related to an online purchasing transaction which occurred between the first and second users;

            communicating the selected predefined feedback comment to a requesting user, and
wherein the selected predefined feedback comment represents an opinion of the first user with
respect to how the online purchasing transaction transpired from a perspective of the first user.

38.   (Original) The method of claim 37, wherein said determining whether to communicate to
the first user a prompt to enter a freeform feedback comment or to communicate a set of
predefined feedback comments, the information about either the first or second user includes the
national site through which the first or second user is registered.

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39.   (Original) The method of claim 37, wherein said determining whether to communicate to the first user a prompt to enter a freeform feedback comment or to communicate a set of predefined feedback comments, the information about either the first or second user includes the domicile or residence of the first or second user.

40.   (Original) The method of claim 37, wherein said determining whether to communicate to the first user a prompt to enter a freeform comment or to communicate a set of predefined feedback comments further comprises choosing to display the set of predefined feedback comments if the information about either the first or second user indicates an association with a predefined group of states.

41.   (Original) The method of claim 37, wherein the predefined group of states is states identified as having strict laws relating to published content.

42.   (Original) The method of claim 37, wherein the predefined group of states is states identified as having strict slander laws.

43.   (Original) The method of claim 37, wherein the request from the first user is received at a server machine via a communications network.

44.   (Original) The method of claim 37, wherein said retrieving a set of predefined feedback comments includes generating a markup language document to display the set of predefined feedback comments.

45.   (Original) The method of claim 44, wherein the markup language document is to display the set of predefined feedback comments as a menu.

46.   (Original) The method of claim 45, wherein the menu comprises any one of a group of menus including a drop-down menu, a radio-button menu and a check-box menu.

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47.   (Original) The method of claim 37, wherein said identifying a predefined feedback comment includes receiving a communication from a client machine at a server machine responsive to a selection of the predefined feedback comment utilizing a markup language document.

48.   (Original) The method of claim 37, wherein said communicating the selected predefined feedback comment includes transmitting the predefined feedback comment from a server machine over a communications network to a client machine of the requestor.

49.   (Previously Presented) The method of claim 37, wherein said communicating of the predefined feedback comment includes generating a markup language document including the predefined feedback comment at a server machine and transmitting the markup language document to the requestor via a communications network.

50.   (Previously Presented) Machine-readable media for storing data comprising:

a data structure including,

a directory of a plurality of predefined feedback comments, the content of the plurality of predefined feedback comments relating to online interactions and purchasing transactions that may occur between registered users of an e-commerce system and wherein the plurality of predefined feedback comments are independent of the registers users,

a database record for each registered user, the database record for each registered user comprising a link to each of the plurality of predefined feedback comments associated with the registered user as provided by other registered users, and wherein each of the plurality of predefined feedback comments represents an opinion of a particular one of the other registered users with respect to how a specific one of the online interactions and purchasing transactions transpired with the registered user from a perspective of the particular one of the other registered users.

51.   (Original) The machine-readable media of claim 50, wherein the plurality of predefined feedback comments are stored in a plurality of language translations.

52.   (Original) The machine-readable media of claim 50, further comprising directories of predefined feedback responses to the plurality of predefined feedback comments, each predefined feedback response of the plurality of predefined feedback responses associated with each predefined feedback comment with which the predefined feedback response relates.

53.   (Previously Presented) An e-commerce facility comprising:

at least one processor; and

one or more data storage devices with,

(1)   a directory stored thereon of predefined feedback comments having content related to online purchasing transactions that may be conducted on the e-commerce facility, wherein the predefined feedback comments are independent of a plurality of registered users,

(2)   a database stored thereon including a plurality of records about the plurality of registered users, all stored thereon, and

(3)   processor-executable instructions stored thereon, which when executed cause at least one processor to:

receive a request from a first registered user of the plurality of users to leave feedback about a second registered user of the plurality of users,

communicate to the first user a set of predefined feedback comments from the directory of predefined feedback comments,

identify a predefined feedback comment from the set of predefined feedback comments selected by the first user;

store an indicator associated with a selected predefined feedback comment in a feedback record of the plurality of records associated with the second user,

retrieve the selected predefined feedback comment from the directory of predefined feedback comments based upon the indicator, and

send the predefined feedback comment to a requestor, wherein the predefined comment represents an opinion of the first registered user with respect to how a particular one of the online purchasing transactions transpired with the second registered user from a perspective of the first registered user.

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54.   (Original) The e-commerce facility of claim 53, wherein the transactions are facilitated by an auction over a network.

55.   (Original) The e-commerce facility of claim 53, wherein at least one predefined feedback comment within the directory of predefined feedback comments is stored in multiple language translations.

56.   (Original) The e-commerce facility of claim 55, wherein said processor operation to retrieve the selected predefined feedback comment includes the determination of what language translation of the selected predefined feedback comment to retrieve based on a language indicator stored in the record associated with the requestor.

57.   (Original) The e-commerce facility of claim 53, wherein the e-commerce facility is a server and the request from a registered user is received via a communications network.

58.   (Original) The e-commerce facility of claim 53, wherein said instruction to communicate to the first user the set of predefined feedback comments includes an instruction to generate a markup language document to display the set of predefined feedback comments.

59.   (Original) The e-commerce facility of claim 58, wherein the markup language document is configured to display the set of predefined feedback comments as a menu.

60.   (Original) The e-commerce facility of claim 59, wherein the menu comprises any one of a group of menus including a drop down menu, a radio-button menu, and a check-box menu.

61.   (Previously Presented) The e-commerce facility of claim 58, wherein said instruction to identify the predefined feedback comment includes an instruction to receive a communication from a client machine at a server machine responsive to a selection of the predefined feedback comment utilizing a markup language document.

62.   (Previously Presented) The e-commerce facility of claim 58, wherein said instruction to communicate the predefined feedback comment includes an instruction to transmit the predefined feedback comment from a server machine over a communications network to a client machine of the requestor.

63.   (Previously Presented) A machine-readable medium having stored thereon data representing sequences of instructions, and the sequences of instructions which, when executed by a processor, cause the processor to:

  receive a request from a first registered user of the plurality of users to leave feedback about a second registered user of the plurality of users,

  communicate, independent of the first and second registered users, to the first user a set of predefined feedback comments from the directory of predefined feedback comments,

  identify a predefined feedback comment from the set of predefined feedback comments selected by the first user; and

  store an indicator associated with a selected predefined feedback comment in a feedback record of the plurality of records associated with the second user, and wherein the selected predefined feedback comment is related to an online purchasing transaction which occurred between the first and second users, and wherein the selected predefined feedback comment represents an opinion of the first registered user with respect to how the online purchasing transaction transpired with the second registered user from a perspective of the first registered user.

64.   (Original) The machine readable medium of claim 63, having stored thereon data representing sequences of instructions, and the sequences of instructions which, when executed by a processor, further cause the processor to:

  retrieve the selected predefined feedback comment from the directory of predefined feedback comments based upon the indicator, and

  send the predefined feedback comment to a requestor.

65.   (Previously Presented) The machine readable medium of claim 63, wherein said instruction to receive a request from a first registered user includes instructions to generate a markup language document to display the set of predefined feedback comments.

66.   (Previously Presented) The machine readable medium of claim 65, wherein the markup language document is to display the set of predefined feedback comments as a menu.

67.   (Previously Presented) The machine readable medium of claim 66, wherein the menu comprises any one of a group of menus including a drop-down menu, a radio-button menu and a check-box menu.

68.   (Previously Presented) The machine readable medium of claim 63, wherein said instruction to identify a predefined feedback comment includes instructions to receive a communication from a client machine at a server machine responsive to a selection of the predefined feedback comment utilizing a markup language document.

69.   (Previously Presented) The machine readable medium of claim 64, wherein said instruction to communicate the selected predefined feedback comment includes instructions to transmit the predefined feedback comment from a server machine over a communications network to a client machine of the requestor.

70.   (Previously Presented) The machine readable medium of claim 64, wherein said instruction to send the predefined feedback comment includes instruction to generate a markup language document including the predefined feedback comment a server machine and to transmit the markup language document to the requestor via a communications network.

71.   (Previously Presented) A method of operating an online feedback forum comprising:

generating a request to leave feedback regarding a user;

receiving, independent of the user, a set of predefined feedback comments, each predefined feedback comment of the set of predefined feedback comments associated with an indicator;

detecting a selection of a predefined feedback comment from the set of predefined feedback comments, wherein the selection is related to an online purchasing transaction; and

communicating the predefined feedback comment to be stored and associated with the user, and wherein the predefined feedback comment represents an opinion of how the online purchasing transaction transpired with the user from the perspective of another participant of that online purchasing transaction.

72.   (Previously Presented) A method of enabling an online feedback forum comprising:

receiving a request to leave feedback regarding a user from a client, and transmitting the request to a server, wherein the feedback is related to an online purchasing transaction;

receiving, independent of the user and the client, a set of predefined feedback comments from the server, each predefined feedback comment of the set of predefined feedback comments associated with an indicator, and communicating the set to the client; and

receiving a selection of a predefined feedback comment from the set of predefined feedback comments from the client, and communicating the selection to a server, the server to store the predefined feedback comment as being associated with a subsequently identified user, and wherein the selection of the predefined feedback comment represents an opinion of the client with respect to how the online purchasing transaction transpired with the user from a perspective of the client.

73.   (Previously Presented) A system to receive and communicate comments in different languages, the system including:

a database; and

a server to retrieve a set of predefined comments in a first language from the database, and to communicate, independent of the first user and a request, the first set of predefined

comments, via a network, to a first application associated with a first user, the first application

executing on a first client machine coupled to the network, the server further to receive, from the

first user and via the network, a selected comment from the set of predefined comment, to store

the selected comment within the database as being associated with an entity and, responsive to

the request via the network from a requestor, to retrieve and communicate the selected comment

in a second language, via the network, to a second application associated with the requestor, the

second application executing on a second client machine coupled to the network, and wherein

the selected comment is related to an online purchasing transaction, and wherein the selected

comment represents an opinion of the first user with respect to how the online purchasing

transaction transpired with the entity from a perspective of the first user.

74.   (Previously Presented) The system of claim 73, wherein the entity is a second user.

75.   (Previously Presented) The system of claim 73, wherein the entity is a good.

76.   (Previously Presented) The system of claim 74, wherein the server automatically to
provide the second user with the selected comment.

77.   (Previously Presented) The system of claim 73, wherein the requestor is a third user.

78.   (Previously Presented) The system of claim 73, wherein prior to the server providing the
first user with the plurality of predefined comments, the server to receive a request from the first
user to submit a comment pertaining to the entity.

79.   (Previously Presented) The system of claim 73, wherein prior to the server providing the
requestor with the selected comment, the server to receive a request from the requestor to receive
the selected comment.

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80.   (Previously Presented) The system of claim 73, wherein the server is to determine the first and second language, based upon identification information of the first user and the requestor, respectively.

81.   (Previously Presented) The system of claim 73, wherein the server is to determine the first and second language, based upon a national domain suffix of the first user and the requestor, respectively.

82.   (Previously Presented) The system of claim 73, wherein the server is utilized to determine the first and second language, based upon a selected default user preference associated with the first user and the requestor, respectively.

83.   (Previously Presented) A method to receive and communicate comments in different languages, the method including:

providing, independent of a first user, the first user with a plurality of predefined comments in a first language, wherein the first user selects one of the plurality of predefined comments as pertaining to an entity;

receiving the selected comment from the first user, wherein the selected comment is related to an online purchasing transaction associated with the first user; and

providing the selected comment to a requestor in a second language, the second language being a different language from the first language, and wherein the selected comment represents an opinion of the first user with respect to how the online purchasing transaction transpired with the entity from a perspective of the first user.

84.   (Previously Presented) The method of claim 83, wherein the entity is a second user.

85.   (Previously Presented) The method of claim 83, wherein the entity is a good.

86.   (Previously Presented) The method of claim 83, wherein the requestor is a third user.

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87.   (Previously Presented) The method of claim 83, including, prior to providing the first user with the plurality of predefined comments, receiving a request from the first user to submit a comment pertaining to the entity.

88.   (Previously Presented) The method of claim 83, including, prior to providing the requestor with the selected comment, receiving a request from the requestor to receive the comment.

89.   (Previously Presented) The method of claim 83, including determining the first and second language based upon identification information of the first user and the requestor, respectively.

90.   (Previously Presented) The method of claim 83, including determining the first and second language based upon a national domain suffix of the first user and the requestor, respectively.

91.   (Previously Presented) The method of claim 83, including determining the first and second language based upon a selected default user preference associated with the first user and the requestor, respectively.

92.   (Previously Presented) A machine readable medium storing a set of instructions that, when executed by a machine, cause the machine to execute a method to receive and communicate comments in different languages, the method including:

     provide, independent of a first user and an entity, the first user with a plurality of predefined comments in a first language, wherein the first user selects one of the plurality of predefined comments as pertaining to an entity;

     receive the selected comment from the first user, wherein the selected comment is related to an online purchasing transaction associated with the first user; and

     provide the selected comment to a requestor in a second language, the second language being a different language from the first language, and wherein the selected comment represents

an opinion of the first user with respect to how the online purchasing transaction transpired with the entity from a perspective of the first user.

93.   (Previously Presented) A system to receive and communicate comments in different languages, the system including:

a means for providing, independent of a first user, the first user with a plurality of predefined comments in a first language, wherein the first user selects one of the plurality of predefined comments as pertaining to an entity;

a means for receiving the selected comment from the first user, wherein the selected comment is related to an online purchasing transaction; and

a means for providing the selected comment to a requestor in a second language, the second language being a different language from the first language, and wherein the selected comment represents an opinion of the first user with respect to how the online purchasing transaction transpired with the entity from a perspective of the first user.

94.   (Previously Presented) A method to receive and communicate comments in different languages, the method including:

at a server, retrieving, independent of a first user and a request, a set of predefined comments in a first language from a database;

communicating the first set of predefined comments, via a network, to a first application associated with the first user, the first application executing on a first client machine coupled to the network;

receiving from the first user, via the network, a selected comment from the set of predefined comments, wherein the selected comment is related to an online purchasing transaction;

storing the selected comment at the server as being associated with an entity; and responsive to the request via the network from a requestor, retrieving and communicating the selected comment in a second language, via the network, to a second application associated with the requestor, the second application executing on a second client machine coupled to the network, and wherein the selected comment represents an opinion of the first user with respect to

how the online purchasing transaction transpired with the entity from a perspective of the first

user.